

Sabine Ghantous

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OBJECTIVES:

Seeking an appropriate and challenging position in events field, to be part of a motivated team and put into practice the knowledge I acquired during my university years and work experience.

EDUCATION:

2008-2013

American University of Science and Technology
(AUST)
Bachelor of Arts in Advertising and Marketing
Beirut, Lebanon

2004-2007

College Sagesse Technique
Baccalaureate/ Hotel Management Bt3
Beirut, Lebanon

PERSONAL INFORMATION:

Work experience

July 2014-January 2018
Once by Ziad Raphael Nassar
Senior Event Coordinator
Beirut, Lebanon

Planning & organising all practical aspects of events.

- * Visit and select appropriate conference venues
- * Schedule facilities and services
- * Serve as liaison between the clients and facilities.
- * Prepare presentations with power point program.
- * Developing, organising, planning and promoting a range of large scale events.
- * Reviewing and sourcing the locations where the event is to be held (traveling if needed).
- * Conducting a follow up analysis of events.
- * Building good client and sponsor relationships.
- * Coordinate with suppliers.

* Responsible for pre-conference coordination including project, plan, venue selection, contract negotiation, budget preparation, support key stakeholders, team with various marketing departments to strategically support event, coordinate planning calls, event materials, invitee list management, invitation dissemination, registration, and timely reports to team and planning committee.

July 2010-June 2014

Once by Ziad Raphael Nassar

Event Coordinator

Beirut, Lebanon

Visit venue to plan layout of seating and decorations.

* Presenting ideas and solutions to the client's requirements.

* Work with suppliers, contractors, employees, wait staff and many other parties at the same time.

* Coordinate and monitor event timelines and ensure deadlines are met.

* Prepare presentations, negotiate and secure event space.

* Work with printing companies and designers to develop event invitations.

* Coordinate event logistics, including registration and attendee tracking, presentation and materials support and pre and post event evaluations.

* Organize the venue and ensure that it is appropriately set up, with regard to seating and décor.

* Consult with service providers such as entertainers and transport companies.

* Liaise with clients to identify their needs and to ensure customer satisfaction.

April 2008- May 2010

Adir Insurance

Customer Service and Call Center Agent

Beirut, Lebanon

- Handling incoming and outgoing calls.
- Insuring that the customer is carefully attended to
- Showing empathy for the customer's situation and offering the best solutions.
- Communicate clearly, both written and in speech.
- Talks in a way the customer can understand
- Has a "thick skin" and is able to handle complaints even when handling unpleasant customers.
- Delight customers, above and beyond the call of duty.
- Has empathy for the customer's situation.

Language Skills:

Fluent in Arabic (Reading, Speaking & Writing)

Good in English (Reading, Speaking & Writing)

Good in French (Reading, Speaking & Writing)

*Able to work under pressure

* Motivated to go the extra mile to acquire more skills in my field

* Disciplined and polite

* Able to handle unsatisfied consumer's feedback and to take actions in a professional style.

Hobbies:

My hobbies are listening to music, because music makes me tension free, learning new things, motivate others and dancing.

Skills acquired:

Windows XP, Microsoft Office (Word, Excel, Power Point...), good in research, Photoshop (Medium level) and In Design (Medium level), PowerPoint (Very good).

References:

Upon request